



Apple iServices

Hardware Upgrade Installation

Key Features

Reliable

- Fast, expert installation or upgrade
- Direct from Apple
- Services performed by expert Apple technical representatives

Simple

- Single source for
 - Apple hardware
 - Mac OS software
 - Installation services

Affordable

- Cost-effective hardware installation

Apple iServices Hardware Upgrade Installation offers an easy, affordable way for schools to add RAM, AirPort Cards, and other Apple add-ins to your Apple computers. The upgrade is performed by an expert Apple technical representative to ensure that your upgrades are done promptly and correctly, giving your users immediate productivity with their upgraded systems. Because these services are purchased directly from Apple, you eliminate the hassle of opening multiple purchase orders and get a one-stop solution for hardware upgrades and upgrade installations from the people who know your Apple systems best.

Scope of services

- Provide a Statement of Work for your review and approval
- Verify that the system is operational prior to the upgrade
- Verify the initial configuration
- Remove components replaced by the upgrade
- Install all hardware included in the upgrade kit
- Verify the final configuration
- Reinstall or upgrade the operating system software, when included with the upgrade
- Install software upgrades included in the upgrade kit
- Reinstall any software that was included with the original configuration of the system from Apple
- Return appropriate hardware components to the customer or to Apple
- Verify that the system is operational after the upgrade
- Notify you that the upgrade is completed and that the system is ready to use
- Move packing material and product boxes to an onsite location
- Provide a Service Completion Report for your signature

Note: Apple is not responsible for Apple-disclosed incompatibilities that may occur due to the upgrade.

This service does not include

- Assessment of upgrade and existing software compatibility
- Moving upgrade kits to the upgrade location, such as from a loading dock
- Repairs found to be necessary during initial testing
- Setup or installation of hardware or software not purchased from Apple
- Backing up any customer data or applications
- Loading or converting customer data or electronic files
- Troubleshooting or repairing networks
- Network administration, such as setting up file sharing or passwords on file servers
- Redesigning an existing network or planning and/or designing a new network
- Connecting computers and/or peripherals to a LAN that does not have a nearby outlet
- Removing packing materials and product boxes from the site (hauling)



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Prerequisites

- Purchase of appropriate upgrade kits for all systems on which upgrades are to be performed

Availability

- Available to education customers only
- Provided at one physical location only
- May not be available in certain geographic locations; contact your Apple sales representative for more information
- Performed Monday through Friday, 8:00 a.m. to 5:00 p.m. local time

Ordering Information

Educational institutions can purchase Apple iServices Mac Integration services from the Apple Store for Education (www.apple.com/education/store) or by calling 800-800-APPL (800-800-2775).

Apple iServices Hardware Upgrade Installation

Order no. D1463LL/A

Features

Your choice of AirPort, RAM, and other upgrades

Fast, reliable hardware upgrades

Direct from Apple

Upgrade kit installation performed by expert Apple technical representatives

Flexible scheduling

Affordable pricing

Benefits

- Gives you a simple path to enhance your Apple systems with wireless networking, additional memory, and other options

- Gets your systems back up and running quickly and correctly
- Provides immediate productivity for your staff and students

- Simplifies your technology choice, because you can get both upgrade kits and installation services from Apple
- Lets you use a single purchase order for both upgrade purchase and installation
- Frees your internal staff to focus on other responsibilities

- Gives you the peace of mind of knowing that your upgrade kit is being installed by an Apple expert
- Ensures that the service will be completed to your satisfaction

- Helps you meet your deployment timeline

- Allows you to enjoy the benefits of expert upgrade kit installation without significantly affecting your upgrade budget

The Apple iServices advantage

Apple iServices is committed to supporting your investment in Apple technology. Trust your Apple systems to Apple iServices, the people who know them best.

For More Information

To learn more about all Apple iServices Mac Integration offerings, please visit www.apple.com/iservices/macintegration, call 800-848-6398, or email iservices@apple.com.

For additional information about integration, consulting, training, or support services from Apple iServices, visit www.apple.com/iservices.



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to find great products
for your Mac.

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